

# **Standard Operating Procedure**

## **Personnel / Payroll Interface Manual Workaround**

### **Introduction**

Instructions provided in this SOP are to be followed when personnel transaction or record data cannot be provided to the payroll system through electronic interface. This could occur when there are system process failures or new processes that are not yet available in either the personnel or payroll system. The need for authorization for a manual workaround may also be required on an individual transaction basis because of unique record conditions or problems. No manual workarounds for payroll interface are to be initiated without approval by CPMS.

This SOP is developed to ensure (1) manual intervention on the part of either the payroll or personnel office is required and appropriate; (2) all users of the Defense Civilian Personnel System (DCPDS) and Defense Civilian Payroll System (DCPS) are informed of known system conditions that require workaround action or special handling; (3) consistency in processes between the personnel and payroll systems throughout Department of Defense; (4) communication of problems and issues through appropriate channels with results being coordinated and documented.

### **Procedures**

#### **Process failures / individual transaction issues DCPDS initiated**

- ▶ User will:
  - Verify that the problem was not result of user error - If yes, reprocess correctly. If no, go to next step.
  - Verify that the problem was not result of invalid record conditions. If yes, correct erroneous record conditions and reprocess. If no, go to the next step.
  - Document the problem with screen pictures and thorough description of processing steps and record conditions.
  - Report the problem and provide documentation through your agency channels and request a workaround be provided.
- ▶ Designated agency representatives will:
  - Validate the problem.
  - Report it to Remedy.
  - Provide description of the problem to CPMS POC via e-mail with request for a workaround. Include the remedy number in the e-mail message.
- ▶ CPMS POC will
  - Review the problem.
  - Develop an appropriate workaround.
  - If the workaround is due to a system process failure, prepare official workaround form and post it in the control log.

- Provide the workaround to DFAS for concurrence.
- Issue the official workaround document via e-mail to the Personnel / Payroll Interface Workgroup representatives for distribution within their agencies, following approval by DFAS.
- Issue 'rescind notice' for the workaround, once final problem is corrected and fielded.
- For individual transaction issues:
  - ✓ Will not issue an official workaround.
  - ✓ Coordination with DFAS will be accomplished through e-mail or by phone.
  - ✓ Agency will be notified of the authorized workaround by e-mail to the agency POC reporting the problem.

#### **Process failures / individual transaction issues DCPS initiated**

- ▶ Payroll center staff reports the difficulty to TSOPE via DAR.
- ▶ TSOPE staff validates the problem and identifies the appropriate workaround.
- ▶ TSOPE prepares the official workaround form and forwards it to CPMS POC
- ▶ CPMS POC.
  - Assigns the control number and posts to the log.
  - Issues the official workaround via e-mail to the Personnel / Payroll Interface Workgroup representatives.
- ▶ TSOPE distributes the workaround document to the payroll centers.

#### **New processes not yet available:**

- ▶ Workarounds may be initiated by either DFAS or CPMS:
  - If DCPS is the source of the workaround, DFAS/TSOPE will provide information to CPMS/AMD.
  - If DCPDS is the source of the workaround, CPMS/AMD will provide information to DFAS/TSOPE
  - Workaround will be jointly developed and agreed to by CPMS POC and DFAS/TSOPE designee.
  - CPMS POC will prepare official workaround document and post it to the log.
  - Official Workaround document will be forwarded to DFAS/TSOPE for final coordination.
  - Document will be issued via e-mail to the Personnel / Payroll interface Workgroup representatives for distribution within their agencies.
  - When system changes are completed for the new processes, CPMS POC will issue rescind notice for the workaround.